

# Home User Guide.

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March 2010  
Version 4.0

A guide to enable occupants to understand and operate their home efficiently and how to make the best use of local amenities

Prepared by [Markey Construction](#) working in Partnership with [Cottsway Housing Association](#).

# Contents Page

<b>Introduction.....</b>	<b>5</b>
<b>1. Environmental Strategy/Design &amp; Features.....</b>	
SUDS.....	6
Low-E Glass.....	7
Certified Timber.....	7
<b>2. Operational instructions.....</b>	
2.0 <b>General</b> .....	8
Window Operation & Care.....	8
Front/Rear Door Operation.....	8
Minimising Condensation.....	9
Kitchen Care.....	12
2.1 <b>Electrical</b> .....	14
Smoke Alarm.....	14
Internal Lighting.....	14
Shaving Light.....	14
Electrical Consumer Unit.....	15
External Lighting.....	15
2.2 <b>Plumbing</b> .....	16
Heating System.....	16
Sanitary Ware.....	17
<b>3. Energy.....</b>	
3.0 Low energy light fittings.....	19
3.1 Details of EU labelling scheme for white goods.....	20
3.2 General information on energy efficiency.....	21
<b>4. Water Use.....</b>	
4.0 Water saving measures and tips.....	22
4.1 External water use and efficiency.....	23
<b>5. Recycling and Waste Collection.....</b>	
5.0 Your household refuse and recycling service.....	24
5.1 Information on recycling bins and there location.....	28
5.2 Information on compost bins and there location.....	28
5.3 What is WRAP?.....	28

<b>6. Sustainable DIY.....</b>	<b>29</b>
<b>7. Alarm Information.....</b>	<b>31</b>
<b>8. Home Information Guide Alternative Formats.....</b>	<b>31</b>
<b>9. Recycling and Waste.....</b>	
9.0 What to do with waste that is not covered by the standard weekly collection.....	32
<b>10. Public Transport.....</b>	
10.0 Details of public transport.....	36
10.1 Cycle paths.....	38
10.2 Car parking, park & ride schemes and car hire.....	39
<b>11. Local Amenities.....</b>	<b>42</b>
<b>12. Things To Do.....</b>	<b>46</b>
<b>13. Responsible Purchasing.....</b>	<b>47</b>
<b>14. Emergency information.....</b>	
14.0 Location of A&E and local minor injuries clinics.....	48
14.1 Location of police / fire station.....	48
14.2 Emergency cut offs.....	49
14.3 Maintenance/Repair.....	49
<b>15. Links, References &amp; Further Information.....</b>	<b>50</b>
<b>16. Appendices.....</b>	<b>51</b>



## Introduction

The aim of this home user guide is to help you understand and operate your home efficiently and to make the best use of local facilities.

Your home has been built to achieve code 3 under the Department for Communities and Local Government Code for Sustainable homes (CSH). The building itself has been constructed using a prefabricated insulated timber frame which results in lower heating cost. All of the materials in your home are environmentally friendly and are from sustainable sources. To reduce water consumption the building has been fitted with water saving features such as flow restrictors.

When your house was constructed a Police Architectural Liaison Officer (ALO) carried out an inspection to ensure that it was safe and secure resulting in a secure by design certificate being awarded. During construction it also achieves a performance beyond compliance rating which is the highest rating in the Considerate Constructors Scheme which demonstrates Markey Construction's commitment to achieve best practice within the construction industry.

The guide itself has explanations of the equipment/features installed, how to use them effectively and maintenance instructions to ensure that your home functions as efficiently as possible. It also gives tips on how you can live a more sustainable life resulting in savings on energy, water and household running costs.

It also gives details of your local waste collection services such as; the days of collection and what to do with bulky waste items. If you are planning to carry out DIY it makes suggestions on products that would be most suited to your property. It gives addresses and contact numbers for your local GP (In case things go wrong), Post Office, Supermarket and other local amenities. If you are planning a day out, look no further as the guide also suggests areas of interest such as nature trails, parks in this historical city.

# 1. Environmental strategy/design and features

## 1.0 Systems in place

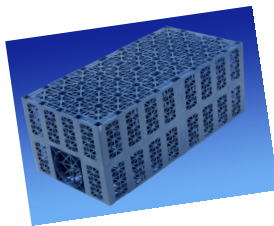
### SUDs

**Sustainable (Urban) Drainage Systems** are designed to reduce the potential impact of new and existing developments with respect to surface water drainage discharges.

They are designed to replicate natural systems that use cost effective solutions with low environmental impact to drain away dirty and surface water run-off through collection, storage, and cleaning before allowing it to be released slowly back into the environment, such as into water courses.

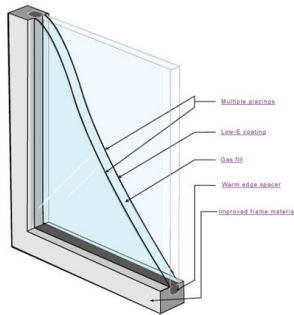


Conventional drainage systems are renowned for flooding and polluting of the environment and as a result can cause harm to wildlife & habitats and can contaminate groundwater sources which are used for drinking water. The AquaCell system which has been used at St Hilda's Court has been designed by a hydrologist to be easily managed and very little maintenance.



SUDS use the following techniques:

- source control
- permeable paving such as pervious concrete
- storm water detention
- storm water infiltration
- evapo-transpiration (e.g. from a Green roof)



### Low-E Glass

Low-emission glass (Low-E) is a clear glass that has microscopically-thin coating of metal oxide. This allows the sun's heat and light to pass through the glass into the building. At the same time it blocks heat from leaving the room, reducing heat loss considerably. It increases the energy efficiency of windows by reducing the transfer of heat or cold through glass. That means in the winter your house

stays warmer, and in the summer it stays cooler.

### Certified Timber

All the timber used in your home is Certified Timber which has been sourced from responsibly managed forests. This ensures that your home has not caused unnecessary damage to the environment when sourcing construction materials for your home.



## 2. Operational instructions

### 2.0 General

Howarth endurance is versatile in both style and appearance, the Stormproof range is suited to almost any development.

- Timber frames ensure efficient control of heat loss
- Secured by Design certification
- FSC accredited engineered softwood to minimise waste and increase stability
- 10 year guarantee on painted finish and 6 year guarantee on stained finish for peace of mind and lower maintenance
- Cost effective solution with styling perfect for the majority of building types



#### **Front/Rear door operation**

Your aluminium doors are supplied by Visoline Aluminium they are finished with a Polyester Powder Coat.

The doors and combination frames are glazed with sealed units constructed Laminated Clear glass and filled with Argon Gas which is used for its reduced heat loss properties.

The doors are fitted with automatic closing devices, have pad handles with a Key/Thumb turn entry and multi-point dead bolt locking mechanisms. They are fabricated to ensure they meet the highest standards of security and performance and are supplied tested to the requirements of Secured By Design.



## **Minimising condensation**

Although you can not see it there is always moisture in the air. This can appear as condensation and be seen as steam or mist on your bedroom windows in the morning, in the bathroom mirror or from your 'breath' that you can see when you go out on a cold day. It mainly appears in cold weather and is found on the coldest surfaces or in places where there is little or no movement of air. You will find it in the corners of rooms, or near windows or behind furniture. It mostly appears on north facing walls which are colder because they don't get the sun.

The damp caused by condensation can cause mould to grow on walls, fabric and furniture which eventually leads to rotting. It can also cause paint to blister and wallpaper to peel off. Mould gives off tiny seeds called 'spores' - these spores float in the air (this is how it spreads) and can make conditions such as Asthma.

Modern construction techniques such as insulation to walls, draught proofing on doors and sealed window units have made it easier for you to keep your home warm by minimising draughts and stopping heat escaping from your home. But these improvements also stop moisture escaping. To reduce the risk of condensation in your home a control system this is known as Mechanical Ventilation Heat Recovery (MVHR). Please see section one for further details.

There are a number of things you can do:

### **Make less moisture**

- Wipe the water from your windows and sills with a cloth, but make sure you wring your cloth out in the sink and don't put the wet cloth on a heater to dry. Putting a wet cloth on a heater allows the water to evaporate back into the air which means it will re-appear as condensation when the temperature drops.
- Don't dry washing inside your home. All the water from your clothes will go straight into the air and as soon as the air cools you will get condensation on your windows and walls.
- Put lids on your saucepans when you cook. This keeps steam in the pan and saves money on your fuel bill.

- Vent your tumble drier outside. If your dryer is not self condensing make sure you put the hose out of a window to ensure the hot, moisture filled air produced by the machine does not condense inside your home. Opening a window is not enough. You can get hose kits from most electrical & DIY stores.

### **Increase the Ventilation**

- Use the trickle ventilators in your windows. You need a good air flow to help get rid of moisture which is produced in your home all the time. Modern windows have pull down flaps to help ventilate your home. Keep these open as much as possible so damp air can escape.
- Open a window when cooking and after showering/bathing. Boiling pans, hot baths and showers produce lots of steam. Opening a window ensures this steam condenses outside rather than inside your home.
- It also helps to keep your kitchen and bathroom doors shut when these rooms are in use for about 20 minutes after to stop moist air getting into other rooms. When your kitchen, bathroom or other rooms are not in use leave doors open so heat can spread evenly through your home.

### **Allow air to circulate**

- Do not put furniture against the outside walls of your home. The inside walls (between rooms) are always warmer and are therefore less prone to condensation. Leave a gap between the wall and the furniture so air can circulate and ensure that wardrobes and cupboards are properly ventilated to prevent mould growing inside.

### **Keep your home warm**

- When moisture condenses on your walls it makes them colder. This causes you to lose heat and increases the risk of mould growing. It then takes more energy to heat your home to a comfortable temperature which costs more. Heating your home efficiently helps reduce condensation and could save money on your heating bills. Try to keep your home above 18°C (63°F) - most people find a comfortable heat is around 21°C (70°F). Condensation is sure to occur if you let your home fall below 18°C.

### **Remove mould as soon as you find it**

- You MUST remove mould as soon as you find it to stop it spreading and causing more damage to your home. You can get special cleaning products from DIY stores (always follow the manufacturers instructions) or use a good quality bleach mixed 1 part bleach to 4 parts water (but remember bleach may take the colour out).

## Care of Kitchen

Premiere Kitchens' units are designed to give many years of reliable service in normal



household conditions. However it should be noted that the product is a piece of fitted furniture and should be treated with care, paying particular attention to the following areas.

### Cleaning of Doors and Drawer Fronts

- These should be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Avoid excessive water or any other liquid.

### Cleaning Interiors of Units

- Brush out any loose dust etc. The interior should then be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the unit bottom with excessive water or any other liquid.
- Drawer Boxes system is designed to operate under a maximum load of 25kg. Do not lean on partly opened drawers as this may cause the drawer box to part from the drawer runner.
- To remove drawer boxes Pull out the drawer box until it resists. Tip the front upwards to disengage the box from the runners.

### **To clean drawer boxes**

Remove drawers from the units and brush to remove loose dirt etc. Clean the drawer box using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the drawer bottom with excessive water or any other liquid.

### **General Care**

1. Never place hot cooking utensils taken straight from the hob or oven directly onto the worktop surface as this will cause damage. Use heat resistant mats. The Duropal laminate is tested to a temperature of 180c. Boiling water and cooking splashes will therefore do no harm to the surface of the worktop.
2. Do not allow water or other liquids to stand on the worktop or collect around joints and cutouts. Wipe away immediately.
3. Check the seal around all inset sink tops, hob cut-outs, end caps, jointing strips etc. thoroughly in order to ensure no moisture penetration. Always use a sealing agent on exposed chipboard edges and if an edging becomes loose or is damaged have it replaced immediately.
4. Do not cut objects directly on the worktop always use a chopping board for preparing food.

### **Cleaning Worktops**

The major advantage of Premiere Kitchens' worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with soft nylon bristles may be used for textured surfaces to ensure a more thorough cleaning but abrasive scouring pads, creams and even polishes should be avoided.

## 2.1 Electrical

### Smoke alarm

Your home has been fitted with an Aico Ei154TL heat alarm and a Aico Ei156TLH optical alarm. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.



- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.
- Pressing the button will test the alarm and sound the horn while suppressed
- When the battery is empty the alarm will flash and beep every 40 seconds to indicate it needs recharging
- Alarm has a 5 year guarantee

### Internal Lighting

#### - Fluorescent kitchen lighting

Single 36W fluorescent batten with acrylic diffuser aluminium extrusion construction  
Suitable for 1 x 36W

#### - Bathroom & Cloakroom

R282D+LE complete with 28W 4 pin lamp. It has a 3 hour maintained emergency duration.

#### - Lighting in other areas

GESPEND613 is a 13 Watt 4 pin compact fluorescent lamp with energy saving pendant.

### Shaver light/socket

Stylish range of dual voltage diffused bathroom Shaver lights with pull cords. Designed for easy installation and safe reliable operation. The Shaver Socket will operate with the light switched off.

**Electrical consumer unit**

A NHRS15SSLHI Wylex NH insulated consumer Unit which meets all British and international standards.

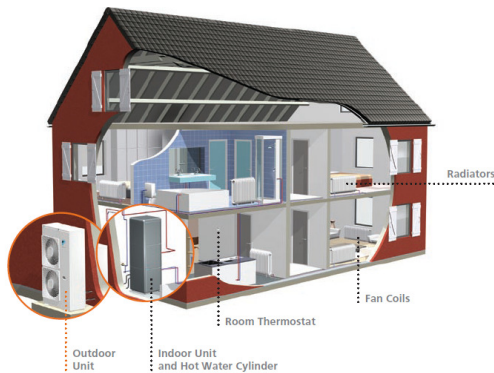
**External lighting**

The Lantern is for use with 60w GLS lamps or with energy saving 9w lamps which provide a longer life and save up to 80% energy compared to a standard light bulb.

## 2.2 Plumbing

### Heating system

Your home has been fitted with [Daikin Altherma Air Source Heat pump](#). These heat pumps are highly flexible, energy efficient home heating system that extracts the heat from the outside air, raises this heat to a higher temperature and then distributes warmth around the home.



At the heart of the system lies an air to water heat pump. Because of this advanced technology, three quarters of the heat generated by the Daikin Altherma system is from a renewable energy source, the air around us, and therefore absolutely free of charge! It offers triple the efficiency of the most efficient boilers and produces 2/3<sup>rds</sup> of all heating and hot water required for your home. This can save you

on average £270 on yearly fuel costs compared with running an energy efficient A-rated boiler.

### Operating instructions

To adjust the temperature in your home to a comfortable level and to save energy when you are away you will need to adjust the thermostat which is located in your ..... there are three setting which you can use;

**Auto** (automatic) will set your heating to a present temperature program which can be personalised.

**Man** (manual) this mode acts as a simple thermostat which has fixed set points throughout the day. The set point can easily be adjusted from 5°C – 35°C using the up and down keys.

**Off** mode sets the thermostat to the minimum of 5°C that acts as a frost prevention measure



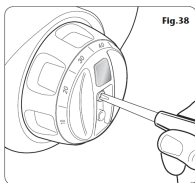
## Sanitary Ware

### Shower

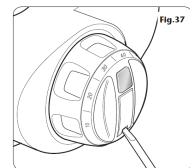
The Triton Domina shower that has been installed requires regular cleaning. The showerhead **MUST** be regularly cleaned to remove scale and debris.

### Adjusting the Maximum Temperature Stop

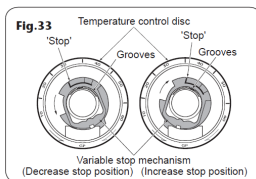
Should you need to alter the maximum stop position at some time in the future, proceed as follows:



Using a thin bladed screwdriver remove the temperature knob trim (**fig.37**). Unscrew the central fixing screw (**fig.38**) and remove the temperature control to reveal the mechanism. Remove the temperature control disc.

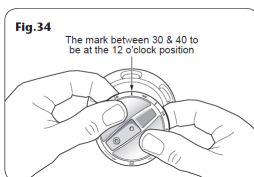


The control disc houses the variable stop mechanism (**fig.33**).

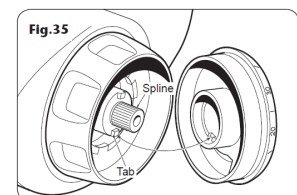
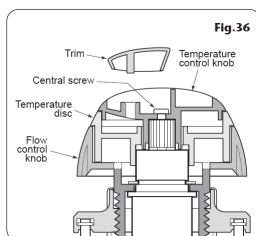


To increase the temperature stop setting, reposition the variable stop mechanism clockwise within the arc of the grooves. To decrease the temperature stop setting, reposition the variable stop mechanism anticlockwise within the arc of the grooves.

Rotate the temperature spindle clockwise (hotter) or anti-clockwise (cooler) until the desired maximum showering temperature is reached. Only adjust when the hot water is at its usual supply temperature.



Set the variable stop mechanism at the preferred position, place the temperature control knob inside the temperature control disc making sure the control knob locks out tight against the stop. Holding the temperature disc and knob firmly together, refit into the flow control knob such that the line between '30' and '40' on the disc is at the 12 o'clock position (**fig.34**). Carefully place so the disc engages onto the two protrusions (**fig.35**) while at the same time the temperature knob locates onto the spline without rotating it. Turn shower on and off several times and check the maximum setting is correct and that it locks out against the variable stop. Fit the central screw and knob trim (**fig.36**).



check the maximum setting is correct and that it locks out against the variable stop. Fit the central screw and knob trim (**fig.36**).

### **Kitchen taps**

Sterling distribution CRDM Deck Mixer kitchen sink tap with a flow rate of 4 litres per min (restrictor)



### **Toilets**

Twyford's Gallerie flushwise 4/2.4 dual flush.



### **Bath Volume**

140 litre twyford's signature bath



### **Hand basin**

Bristan Java Mixer with a 4 litre per min restrictor

### 3. Energy

#### 3.0 Low energy light fittings

Depending on how long your lights are in use every day, just one energy saving light bulb could save you on average around £2.50 a year. And the light bulb will last around 10 times longer than a standard bulb and could save you around £40 before it needs replacing.

Fitting all your light with energy saving bulbs and you could save around £37 a year and £590 over the lifetime of all of the bulbs.

These savings take into account the higher cost of energy saving light bulbs. With prices starting from £1 - £2, you'll usually recoup the extra outlay within a year.

Energy saving light bulbs use between a fifth and a quarter of the electricity of ordinary bulbs to generate the same amount of light. So where you'd normally use a 60W bulb, you'll only need a 11-14 Watt bulb.

Standard bulbs	Energy saving equivalent
25W	5-7W
40W	8-9W
60W	11-14W
100W	20-23W

### 3.1 Details of EU labelling scheme for white goods

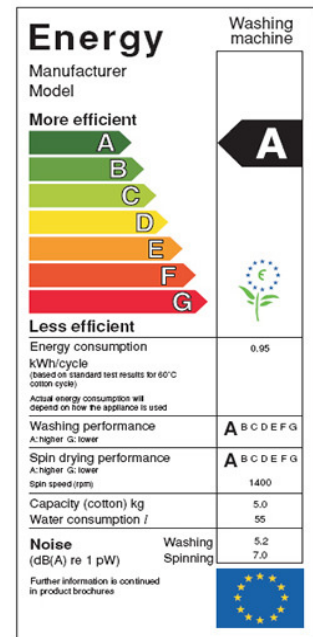
The EU Energy Labelling scheme is a compulsory requirement for all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product.

The system used by the EU Energy Label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme including various performance related ratings (also scaled A to G).

Since its introduction in 1995, the EU Energy Label has become a widely recognised and respected guide for manufacturers and consumers alike.

The scheme covers; Dishwashers, Washing Machines, Freezers, Fridge Freezers and Refrigerators.

All of which require a D rating or above.



## 3.2 General information on energy efficiency

One of the key considerations when your house was being designed was the needed to be energy efficient so your home was built using the latest construction methods and environmentally friendly products. There are simple steps that you can take that will also improve your home's energy efficiency. With help from the Energy Saving Trust here are some simple steps that you can take;



Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent and typically saves around £55 per year. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.



Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.



Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.



Always turn off the lights when you leave a room.



Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.



Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).



If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.



A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off.

For further information please visit; [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

## 4. Water Use

### 4.0 Water saving measures and tips

Considerations have been made to limit the amount of water used in your dwelling these include; All wash hand basin taps have flow regulators which limits the flow to 4 litres per minute. The bath has an overflow of 140 litres which is 40 litres less than a conventional bath and your electric shower has a flow rate of below 6 litres per minute.

**There are also simple steps that you can take to reduce your water consumption which will help to save you money and water usage.**

- Take a shower rather than a bath
- Don't run the tap whilst cleaning your teeth
- Only boil as much water as you need when making drinks
- Don't leave taps dripping - repair any worn washers
- Only wash full loads in washing machines and/or dishwashers
- Water remaining after boiling eggs can be cooled and used to water plants as this is high in nutrients as is the dirty water taken from a fish tank
- If you drink tap water and normally run the tap for a while to ensure the water is cold, collect this initial supply either in your kettle or to water plants etc. alternatively, instead of waiting for it to run cold keep a jug of water in the fridge.
- Wash vegetables in a bowl rather than under a running tap.

## 4.1 External water use and efficiency

There are also savings that can be made for external water use. Your home has been provided with a water butt that gives you a supply of up to 200 litres of rainwater which can be used for general gardening purposes or even washing your car.

### **Tips for outdoor water use**

- When gardening try to use a watering can, a drip irrigation system or a hosepipe with a trigger and better still connect it to your water butt. This allows for sensible water wise gardening, whilst still conserving supplies.
- Pressure washers use a lot of water. Use them sparingly and think about what you are doing. If must use one to wash your patio furniture or bike, why not do it on the lawn so the water gets recycled.
- Lots of people use bathwater on their garden. Remember this is dirty water. Use it immediately and never store it. Do not use it on fruit or vegetables or near children.
- Use a trigger nozzle on your hosepipe to halve the water used and direct the water flow to the roots of your plants. Alternatively by using a watering can you can significantly reduce the amount of water wasted.
- Your roof collects about tens of thousands of rainwater each year. This could fill your water butts hundreds of times with free water.
- Use a bucket and sponge to wash your car. Just 30 minutes with a hosepipe will waste hundreds of litres. And, using a bucket will give your car a much more precise wash. If you must use a hosepipe, attach a trigger nozzle.
- Use mulch and bark in your garden to reduce evaporation by up to 75%
- Think about mixing some drought resistant bedding and perennial plants to your garden to add diversity.

## 5. Recycling and waste collections

### 5.0 Your household refuse and recycling service

Gloucester City Council provides a number of services for residence.

- These services include: recycling, refuse, food waste, garden waste collections & Household recycling centres

The collection dates for the applicable services are as follows;

	Days	Frequency
Recycling ( <b>Green</b> )	Wednesdays	Fortnightly (opp. week to black bin)
Refuse ( <b>Black</b> )	Wednesdays	Fortnightly
Food waste ( <b>Brown</b> )	Wednesdays	Weekly collection
Garden waste ( <b>Green</b> )	Wednesdays	Fortnightly same as green bin

#### - Recycling (blue bin, garden waste and food waste)

The green recycling box is collected fortnightly alternative weeks to the black refuse bin. Please ensure your Green bin is placed at the kerbside by 7am next to your food caddy.

The green recycling box may be used for recycling the following materials:

- Food and drink cans (please give them a rinse)
  - Newspapers & Magazines
  - Plastic bottles
  - Drink cartons (Tetra-Pak)
  - Catalogues (no hardbacks)
  - Office paper, envelopes - no shredded paper please
  - Glass bottles and jars (no milk bottles, drinking glasses or broken glass)
  - Light weight cardboard such as cereal boxes, paper roll liners, food boxes and so on.
- When possible, please flatten and tuck inside one of the card boxes





## **- Refuse collection (Black bin)**

All rubbish collected in the black bin goes to landfill. We encourage all residents to recycle as much as possible before putting anything in the black bin. This reduces the impact on the environment and Under the Duty of Care regulations, all householders need to ensure that their refuse is passed to authorised carriers only. **Householders not taking reasonable measures to do so could face fines of up to £5,000.**

### **Refuse collection guidelines:**



- All rubbish must fit in the black bin and the lid must be closed.
- Rubbish placed at the side or on top of the black bin will not be collected
- Put your food waste caddy next your black bin for collection. The same crew will collect the food waste in a separate compartment on the vehicle.

## **- Food waste collection**

Gloucester City Council operates a food waste collection on a weekly basis.

All households should have two food waste containers; a small one for the kitchen and a larger one to be put at the kerbside for collection. If you have not received your caddies, please contact Gloucester City Council on **01452 396396**.

### **Caddy Facts:**

Both caddies are lockable. Rotate the handle to the front of the caddy and it locks. This prevents pets and pests getting inside.

Using a liner will keep the caddy clean but it is recommended that every few months they are washed out with warm soapy water. The water can be tipped down the drain (it's just like dirty washing up water). Caddies are dishwasher safe up to 60°C.

## How to use the weekly food waste collection

1. Line the small caddy with a **compostable liner** or newspaper
2. Use the smaller caddy in the kitchen to collect the food waste
3. Every few days transfer the food waste (and the liner) to the larger caddy
4. Put the larger caddy outside next to the correct bin, every week for collection



## News Flash;

**From 4th april 2011, a chargeable garden waste collection service will replace your current service.**

**If you sign up early, you get up to six months free, for example:-**

- sign up April 2011 - renewal 1st October 2012 (6 months free)
- sign up May 2011 - renewal 1st October 2012 (5 months free)
- sign up June 2011 - renewal 1st October 2012 (4 months free)

For the duration of the subscription, you will have a 240 litre green wheeled bin for your garden waste which will be emptied every fortnight, all year round, excluding two weeks over the Christmas period.

If you do not already have a bin, we will deliver one as soon as possible after receiving your application. Depending on demand, this may take a number of weeks so allow plenty of time and apply as soon as possible to get full value from this service.

### What does the service cost?

The cost of one year's subscription is £36 or £18 for concessions. Concessions are available to those residents in receipt of Council Tax Benefit or Housing Benefit. *If you are applying for a concessionary rate you may be asked to provide evidence of eligibility.*

### **How to I sign up for the service?**

You can sign up for this service online, by telephone, by post or by visiting Gloucester city council offices;

[heretohelp@gloucester.gov.uk](mailto:heretohelp@gloucester.gov.uk)

01452 396396

[www.gloucester.gov.uk](http://www.gloucester.gov.uk)

Gloucester City Council ,  
Herbert Warehouse ,  
The Docks ,  
Gloucester GL1 2EQ

### **- Garden waste collection**

The Garden Waste Collection scheme was introduced in March 2006 in response to government targets for increased recycling. Since its introduction, there are now over 12,000 residents subscribing to the scheme. This has prevented over 10,000 tonnes of compostable waste from going to landfill.



### 5.1 Information on recycling bins and there location

In your kitchen cupboard you will find a 30 litre recycling bin. This is to assist you with recycling and is in additional to your standard waste bin.

### 5.2 Information on compost bins and there location

Your home has not been provided with an external compost bin due to the size of your dwelling.

For further information on composting please visit; [www.recyclenow.com](http://www.recyclenow.com)

### 5.3 What is WRAP?

WRAP is a non-profit organisation that is supported by government funding. Its main aim that is achieved through working with partners is to prevent waste, promote recycling and develop markets for valuable products. WRAP works with the public providing information and tools that support recycling and reduces food waste. This helps bring measurable gains to the economy and long term benefits to the environment.

If you would like guidance on recycling and sustainable waste disposal please visit their website for further information; [www.wrap.org.uk](http://www.wrap.org.uk)

## 6. Sustainable DIY

**NOTE;** The stairs at your property are of a timber construction. If you are installing carpets and require carpet grips ensure that they **ARE SCREWED** and **NOT NAILED** down as this will cause creaking and may affect the stairs integrity.

If you are planning to carry out DIY it is important to choose the most suitable materials for the job. Here are some tips to ensure that you chose products that are sustainable, are non-hazardous and are suited to your home.

**Fixings** – it is important to know check exactly what you are screwing into when doing any DIY. It will be either plasterboard or into a solid brick or block wall. In the case of it being plasterboard you will need a cavity wall fixing which will be available from any DIY store. If it is solid wall you should be able to drill directly then use a raw plug which can then be screwed into. If you are in any doubt you should contact a professional as it is essential that know exactly what you are screwing/drilling into prior to starting.

**Timber** – the timber you choose can have an impact on the environment. Materials that are less environmentally damaging do not necessarily cost more, often perform well, and many are widely available. For example:

- using reclaimed wood saves energy and resources

When buying timber from a merchant it is important to know where it has come from. Buying timber that is FSC (Forestry Stewardship Council) certified or has a CoC (Chain of Custody) will ensure that it has come from a sustainable resource.

**Paints & Finishes** - When choosing a paint or finish try to find one with a low environmental impact:

- if you have the choice, choose a product without a hazard warning on the label
- (a black symbol on an orange or yellow square, with a description of the hazard)
- 'natural' or 'all natural' paints, milk paints and white washes can contain less harmful substances than ordinary paint

- calculate how much paint you need and try not to buy too much - a lot of paint that people buy is never used
- look for the European Ecolabel for indoor paints (this means that they have a lower impact on the environment)

#### Volatile organic compounds (VOCs)

Most paints contain VOCs, which can be harmful to humans, wildlife, plants and even building materials. New legal limits have been introduced for VOC content in paints and varnishes used around the home. VOC content must now be displayed on all such products:

- choosing the appropriate product with the lowest VOC content you can will help reduce harmful effects

#### Think twice about projects that consume energy

Some DIY projects will increase your energy usage significantly, increasing fuel bills and your contribution to climate change. If possible:

- try to avoid putting heating in your conservatory, as few conservatories are well insulated and much of the heat is likely to be lost
- think about using solar power for water features and lighting in your garden

Manufacturing tools uses energy and resources, but many are hardly used. The average drill is used for less than 15 minutes in its entire lifetime, so consider borrowing or hiring instead of buying.

## 7. Smoke Alarm information

Your home has been fitted with an Aico 154 smoke alarm which can be found in the hall of your property and a heat alarm has been fitted in the kitchen. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.

- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.
- Pressing the button will test the alarm and sound the horn while suppressed
- When the battery is empty the alarm will flash and beep every 40 seconds to indicate it needs recharging
- Alarm has a 5 year guarantee

## 8. HUG (Home User Guide) alternative formats

**If you require a copy of this guide in an alternative format please contact Markey Construction**

### **Markey Construction**

Unit Q1  
Quadrant Distribution Centre  
Quadrant Way  
Hardwicke  
Gloucester  
GL2 2RN

01452 886 155

[info@markeyconstruction.co.uk](mailto:info@markeyconstruction.co.uk)

Electronic versions can be found at the following address

[www.markeyconstruction.co.uk](http://www.markeyconstruction.co.uk)

Please note there is a charge for this service

## 9. Recycling and waste

### 9.0 What to do with waste that is not covered by the standard weekly collection

If you have waste that is not covered by your weekly collections here are some suggestions to how it can be disposed of;

#### Household recycling centres (HRC's)



At Household Recycling Centres you can recycle a wide range of materials.

Gloucestershire County Council provides five Household Recycling Centres (HRCs). At these sites, even more items can be recycled than at neighbourhood recycling banks. The nearest Household Recycling Centre (HRC) is conveniently located in **Hempsted**, which is six miles from your home and can be found just off Llanthony Road. The facility is open all year round except Christmas Day (25th December) and New Years Day (1st January).



It is now necessary to book an appointment to bring a van, pick-up or vehicle with a trailer to any of Gloucestershire county Council's Household Recycling Centres. Small trailers with a load space up to 6ft by 4ft do not need to book.

To make an appointment please phone: 0845 602 9344 (lines open 9am – 5pm Mon to Fri) giving 24 hours notice. Proof of residency will be required on your visit.

**Open 7 days a week (except Christmas Day and New Year's Day)**

**Opening hours:** 9am – 6:15pm all year round

The Household Recycling Centres cannot accept any business waste. It is illegal for HRCs to accept any waste from businesses.

## - Bulky Waste Collection

The local authority offers a bulky domestic waste collection service for the removal of large household items, from outside your home. Before disposing of any unwanted furniture or goods please consider donating your unwanted goods to one of the organisations below. This will save you the cost of disposal and will enable others to reuse your unwanted items.



### **Furniture Recycling Project**

Warehouse 5  
The Docks  
GL1 2EH

01452 302 303

### **Emmaus Gloucestershire**

Secondhand Superstore  
Chequers Road  
Gloucester  
GL4 6PN

01452 413095

### **British Heart Foundation Re-use shop**

92-96 Northgate Street  
Gloucester  
Gloucestershire  
GL1 1SL

0844 248 9133

Advertise your unwanted items for free at;

[www.freecycle.org/](http://www.freecycle.org/)

[www.ilovefreegle.org/](http://www.ilovefreegle.org/)

**And remember you can also obtain  
items from here for free as well!**

You could always sell your unwanted goods on ebay, news agents window or even in your local paper

However if these options are not suited you can use the local authorities collection service;

- Each household in the city can have up to 3 items removed, for a charge of £24 (additional items £8).
- Concessions are available for those on Housing Benefit and Council Tax Benefit for a charge of £12 (additional items £4). If you are applying for a concessionary rate you may be asked to provide evidence of eligibility.
- We can only remove the type of items which you would take with you if you were moving house. To arrange a collection, please complete the online request form or ring 01452 396396.
- We cannot take fixtures and fittings, for example kitchen units, doors or fitted wardrobes. This service also does not cover garden rubbish, DIY items and bathroom fittings.
- Removal of these items can be arranged at an extra cost by telephoning 01452 396396

Typical items include:

- furniture, e.g. sofas, armchairs, beds, tables, desks, wardrobes (a 3-piece suite or a table & chairs counts as a single item)
- appliances, e.g. fridges, freezers, dishwashers, microwave ovens, tumble dryers, washing machines
- audio-visual equipment, e.g. stereo systems, televisions, CD/DVD players
- mattresses
- carpets and lino
- garden furniture, e.g. lawn mowers, spades, rakes
- bicycles
- large children's toys



items such as building materials, sheds/greenhouses, radiators, kitchen units/sink, tops car parts/batteries and bathroom suites will **not** be collected

## 10. Public transport

### 10.0 Details of public transport

Your nearest train station is Gloucester (GCR) and is located at the bottom of the map below. For further enquires and train times please contact the following;

#### Station info

Gloucester Station  
Bruton Way  
Gloucester  
Gloucestershire  
GL1 1DE

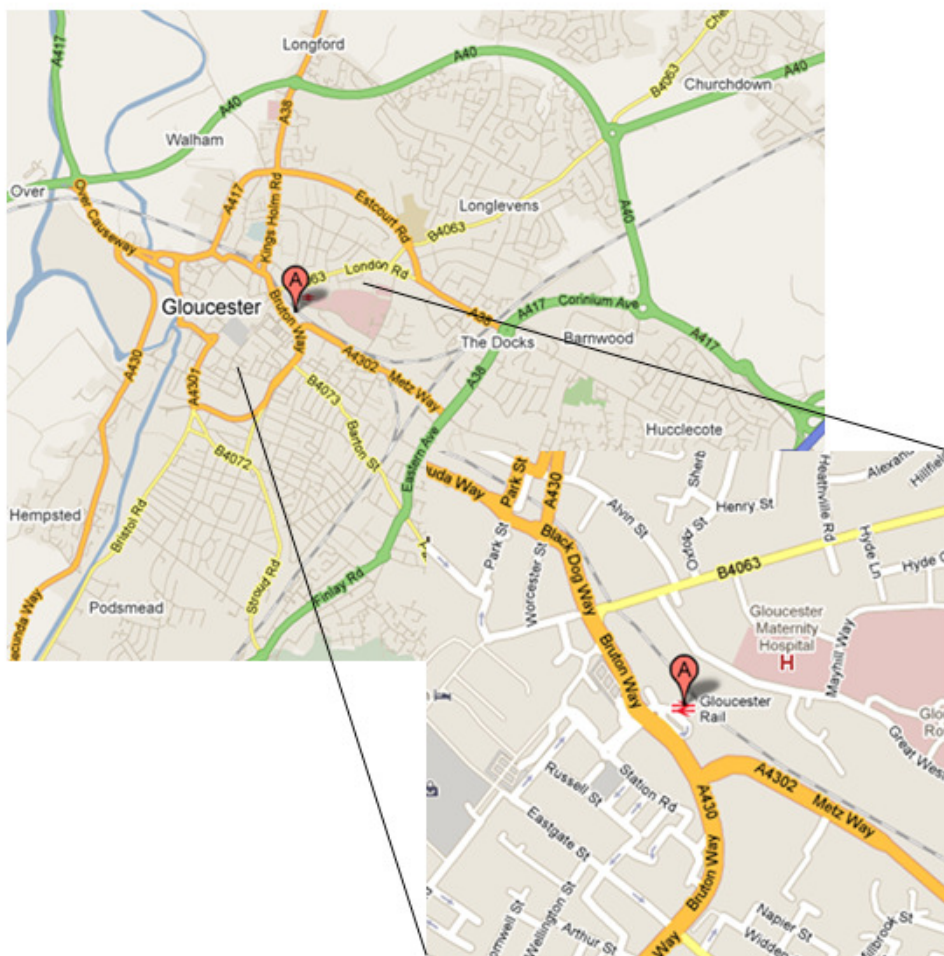
#### Buying tickets

[nationalrail.co.uk](http://nationalrail.co.uk)

[thetrainline.com](http://thetrainline.com)

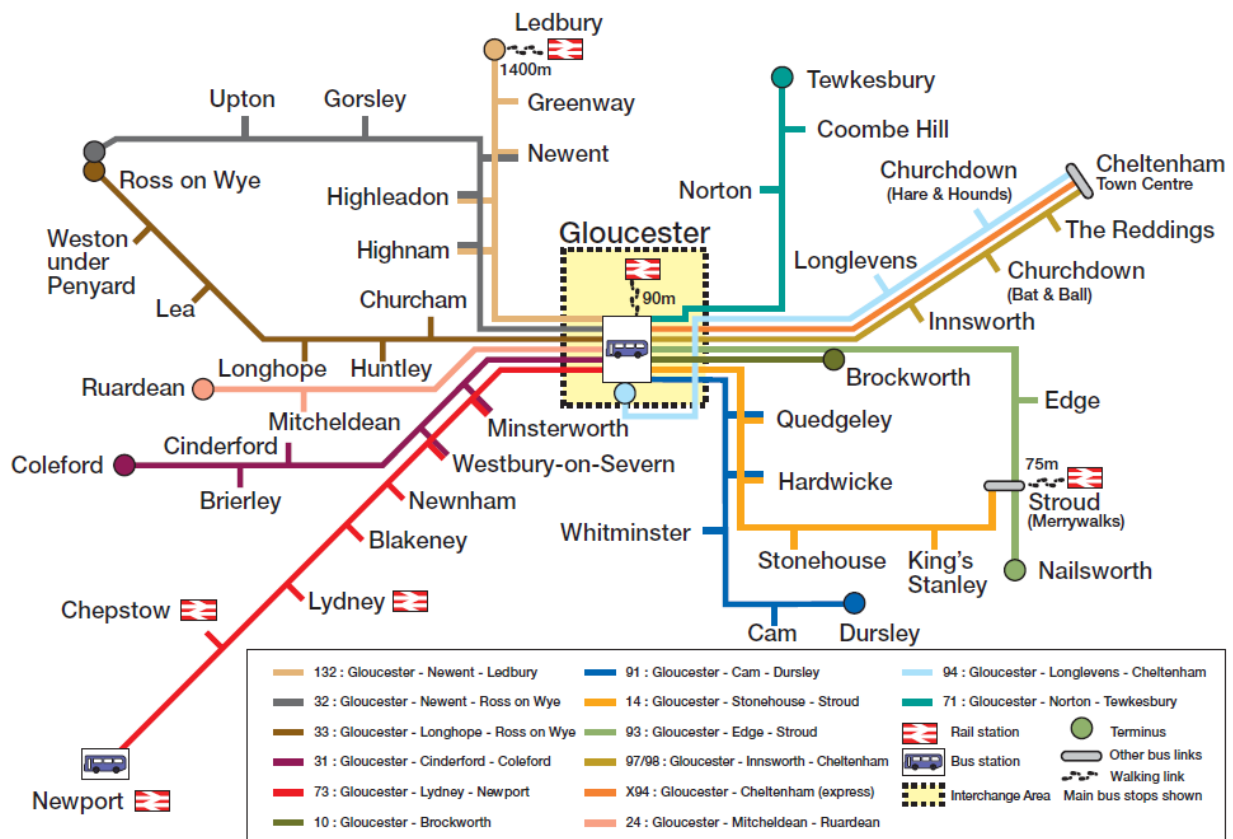
[virgintrains.co.uk](http://virgintrains.co.uk)

[firstgreatwestern.co.uk](http://firstgreatwestern.co.uk)



## Bus Route

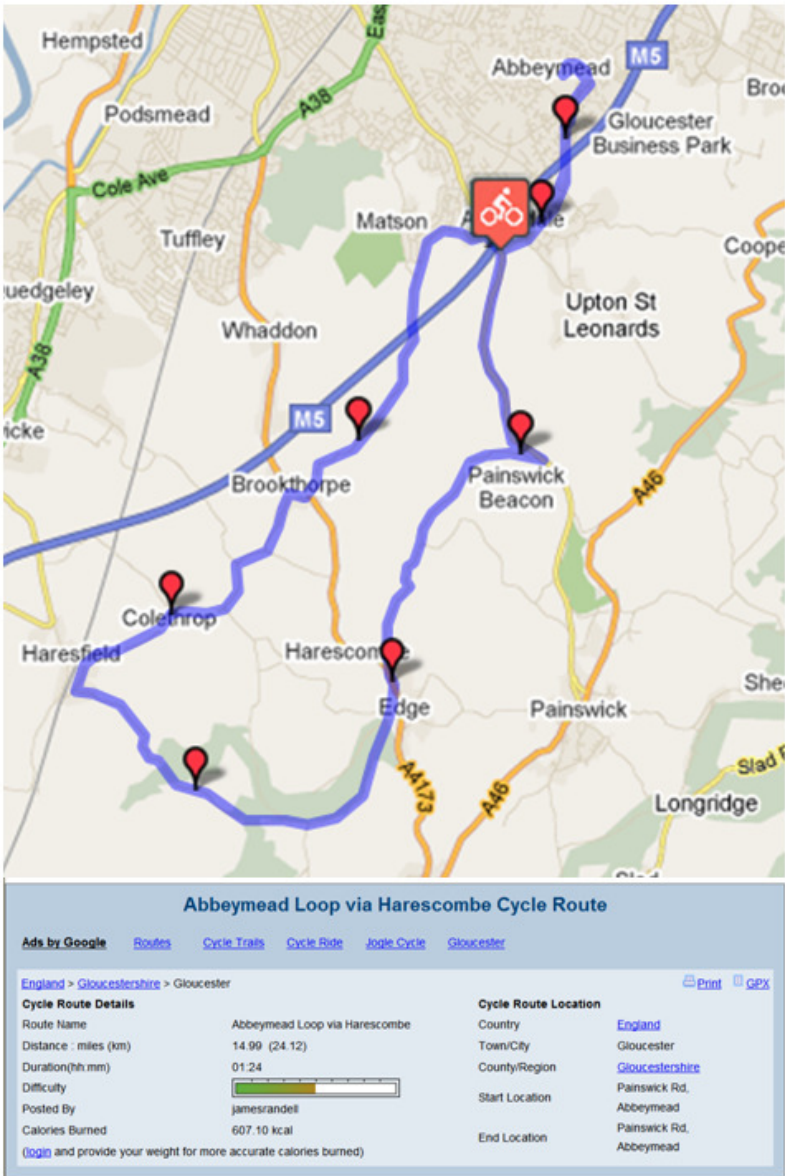
The main bus service that is closely located to you home is the number one that runs through Matson. This service runs directly into Gloucester City Centre with the main stop being Clarence Street. Buses run to Matson run every 10 mins during peak times. Your closest bus stop is located on Matson Avenue which if you are looking out from your property will be the road parallel to Red Well road. Once you arrive in the city centre you are in close proximity to the train station as well as the national express shop that is situated to the bottom of Clarence street just across the road.



for further information on bus timetables throughout the county please visit [www.gloucestershire.gov.uk/bustimetables](http://www.gloucestershire.gov.uk/bustimetables)

10.1 Cycle paths

Gloucester has some beautiful historic building and rural scenery, which makes an excellent backdrop for a bike ride. If you wanted to challenge yourself you could attempt to complete this 15 mile trip, but be warned it isn't for the faint hearted.



For more information on cycling in the region please visit the following websites;

#### Cycle Routes

[cycle-route.com](http://cycle-route.com)

[Sustrains.org.uk](http://Sustrains.org.uk)

[cotswold.gov.uk](http://cotswold.gov.uk)

#### Cycle Clubs

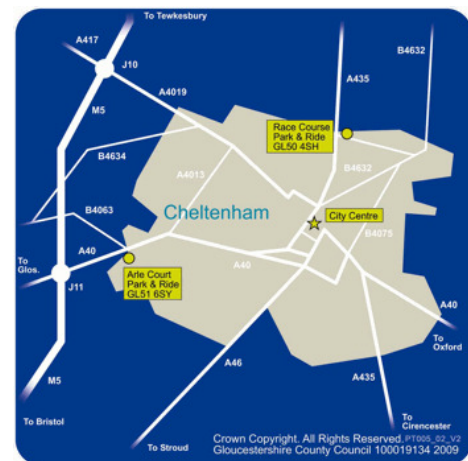
[gloscitycc.co.uk](http://gloscitycc.co.uk)

[cheltenhamctc.wordpress.com](http://cheltenhamctc.wordpress.com)

## 10.2 Car parking, park & ride schemes and car hire

### Park & Ride

There is a park and ride situated at St Oswalds carpark in Gloucester. However as this is on the other side of the city centre at the old cattle market site it is not convenient. A more likely to be used park and ride scheme is situated at Arle Court which is the last turning on the roundabout at the end of the Golden Valley, Cheltenham. This allows easy access to Cheltenham town centre via the 511 service that runs every 12 mins during peak times.



### Public Car Park

Gloucester City Council operates 12 Pay & Display Car Parks and 3 Multi-Storey Car Parks providing approximately 2,275 parking spaces across the City. On the next page you will find a map that shows car parking around the city centre







## **Car Hire**

**Enterprise**  
153 Bristol Rd,  
Gloucester  
GL1 5SY

01452 383866

**thrifty.co.uk**

**Avis Car Hire**  
Eastern Avenue,  
Gloucester  
GL4 3SN

01452 380356

**avis.com**

**Gloucester Van Hire**  
56 Bristol Road,  
Gloucester  
GL1 5SY

07831 250196

**compare-vanhire.com**

## 11. Local Amenities

The following provides you with the locations of various amenities within the local area;

### Allotments

To rent an allotment please call the City Council on 01452 396396 between 8:30am-5pm Monday-Thursday and 8:30am-4:30pm on Friday, or email [heretohelp@gloucester.gov.uk](mailto:heretohelp@gloucester.gov.uk) for further information.

Table of allotment costs

	Previous Year 2009/10 Charge (per annum)	Current Year 2010/11 Charge (per annum)
<b>126 Square Metres</b>		
Standard	£17.48	£18.90
OAP/Disabled	£10.48	£11.34
<b>253 Square Metres</b>		
Standard	£34.96	£37.95
OAP/Disabled	£20.97	£22.77

\* Disabled concession available to disabled people in receipt of a disability allowance.

Gloucester currently have 10 sites across the city:

- Dean's Way, St Oswald's Road, GL1 2SF
- Estcourt Close, GL1 3LT
- Estcourt Park, Escourt Road, GL1 3LW
- Innsworth Allotments, Innsworth Lane, GL2 0DF
- Saintbridge Allotments, Cheyney Close, GL4 4PR
- Cotteswold Road, GL4 6RG
- White City, Bibury Road, GL4 6TU
- Hawthorns & Tredworth Fields, Hartland Road, GL1 4RU
- Hempsted Cross, St Swithuns Road, GL2 5LH
- Robert Raikes Avenue, GL4 0HE

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<b>Schools</b>	<b>Robinswood Primary School</b> Underhill Road, Matson Gloucester GL4 6HE	01452-530430 <a href="http://robinswoodps.co.uk">robinswoodps.co.uk</a>
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<b>Robinswood Junior School</b> Underhill Road, Matson Gloucester GL4 6HE	01452 530430 <a href="http://robinswoodps.co.uk">robinswoodps.co.uk</a>
<b>St Peter's RC High</b> Stroud Road, Gloucester GL4 0DD	01452 520594 <a href="http://st-petershigh.gloucs.sch.uk">st-petershigh.gloucs.sch.uk</a>
<b>Gloucestershire College</b> Llanthony Road Gloucester, GL2 5JQ	0845 1552020 <a href="http://gloscol.ac.uk">gloscol.ac.uk</a>

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<b>Community Centre</b>	<b>The Redwell Community Centre</b> Redwell Road, Matson, Gloucester, GL4 6JG	01452 530227
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<b>GP surgeries</b>	<b>Matson Lane Surgery</b> 4 Matson Lane, Matson, Gloucester, GL4 6DX	01452 505 344 <a href="http://matsonlanesurgery.co.uk">matsonlanesurgery.co.uk</a>
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<b>Play Areas</b>	- Evans Walk, Matson - Baneberry Rd, Matson
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<b>Supermarket</b>	<b>Morrisons</b> Heron Way, Abbeydale , GL4 4FF	01452 330877
	<b>Tesco</b> Delta Way, Hucclecote, Gloucestershire GL3 4	01452 367300

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**Outdoor  
areas****Robinswood Hill**

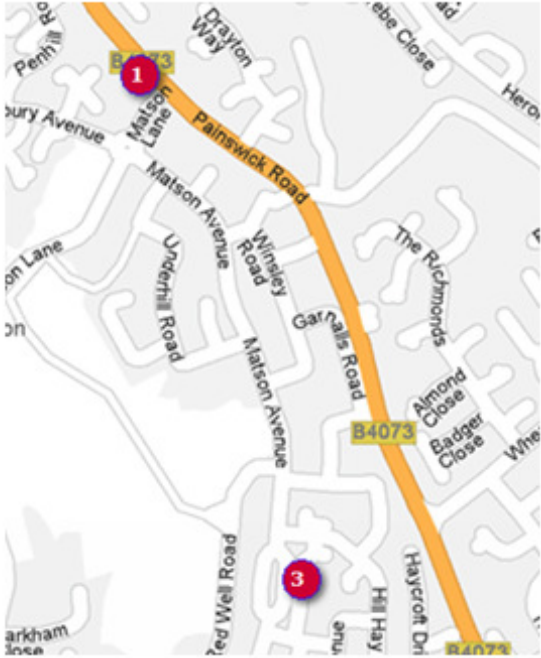


Two-hundred and fifty acres of open countryside with viewpoint, pleasant walks, way marked nature trail. Explore the flora, fauna, footpaths and nature trails then visit the on-site Rare Breeds Farm.

Robinswood Hill Country Park, Reservoir Road,  
Gloucester, GL4 6SX, England  
01452 303206

**Gloucester Docks**

The former dock estate has become a popular destination where visitors can enjoy interesting views and a range of modern facilities while wandering around a remarkably complete example of a Victorian port. Views include many fine warehouses and other dock-related buildings that have been found new uses. Where ships once discharged their cargoes, there is now an ever-changing miscellany of visiting narrow boats, smart motor cruisers and the occasional yacht or tall ship. The whole area is suitable for wheel-chairs.



<b>Place of Worship</b>	<b>Matson Baptist Church</b> Matson Ave, Matson, Gloucester GL4 6LA	01452 383235
<b>Pharmacy</b>	<b>Matson Pharmacy</b> 87 Matson Ave, Gloucester GL4 6LL	01452 526067
<b>Leisure Centre</b>	<b>GL1 Leisure centre</b> Bruton Way, Gloucester GL1 1DT	0845 643 4203
<b>Public House</b>	<b>Robinswood Inn</b> 65 Matson Ave, Matson, Gloucester GL4 6LJ	01452 530572
<b>News agents</b>	<b>Merretts,</b> 75 Matson Ave, Matson, Gloucester GL4 6LL	01452 528314
<b>Post Office</b>	<b>Matson Post Office</b> 87 Matson Ave, Gloucester GL4 6LL	0845 722 3344
<b>Cash Points</b>	 <div data-bbox="970 1153 1264 1792"> <p><b>1 Moneybox Corporation Ltd</b></p> <p>TOTAL UK TCS PAINSWICK 191 PAINSWICK ROAD MATSON GLOUCESTER GLOUCESTERSHIRE GL4 4BS 0.16 miles away              Charge: £1.99</p> <p><b>3 Bank Machine Ltd</b></p> <p>Martins 75 Matson Avenue GLOUCESTER Gloucestershire GL4 6LL 0.41 miles away              Charge: free</p> </div>	

For more cash points please visit the following; [www.link.co.uk](http://www.link.co.uk)

## 12. Things to do

### Gloucester Ski & Snowboard Centre



Gloucester ski Snowboard Centre in Matson is one of the best and longest artificial dry ski slopes in the UK, offering skiing, and snowboarding for all levels, and tubing in rubber rings

01452 874842

[www.gloucesterski.com](http://www.gloucesterski.com)

Gloucester Ski & Snowboard  
Centre  
Matson Lane  
Robinswood Hill  
Gloucester  
GL4 6EA

### Gloucester Waterways Museum

Kids of all ages will enjoy getting their hands wet and discovering for themselves how



canals work. Visitors can climb aboard heritage boats in the Waterside Gallery, delve into the fascinating world of Gloucester's Victorian docks and meet the people and wildlife of our wonderful waterways.

An exciting selection of events and workshops runs throughout the year, such as Boater's Craft Demonstrations, and Roses and Castles Painting where visitors can try their hand at traditional canal painting.

Admission: 2011 Prices:  
Adult £4.25  
Child £3.25

Children under 5's admitted free

Gloucester Waterways Museum,  
Llanthony Warehouse, The Docks,  
Gloucester, GL1 2EH

Opening Times: 2011  
Open daily throughout the year

Open: 11am - 4pm  
July - August 10.30am- 5.00pm

01452 318200  
[www.gloucesterwaterwaysmuseum.org.uk](http://www.gloucesterwaterwaysmuseum.org.uk)

## 13. Responsible purchasing

### **Reduce the energy costs of running your white goods appliances**

Apart from heating your home, the energy you use in your home is mostly used up by appliances so a lot of attention is being paid to making them use less energy. Although this is good for reducing bills and the environment, there is a much simpler and cheaper way to reduce costs.

To reduce the energy costs of running appliances you should make sure that your buying electricity and gas from one of the cheaper suppliers. Most people can save a significant amount of money each year – even if they’ve already changed suppliers before.

These savings can be far greater than the savings you could make by replacing an appliance with one that uses less energy. We don’t need to get obsessive about constantly transferring to the cheapest energy supplier but it does make sense to at least check we aren’t paying way over the odds by keeping an eye on competitive tariffs.

### **organic food procurement/ food growing/ local produce**

#### **Georges Organic**

10 Bennington Street  
Cheltenham,  
GL50 4ED

01242 238 733



George’s Organic Café provides work experience for our service users, it offers social inclusion within the local community and is an ideal situation for socializing. We market the café to local businesses and the public.

#### **Slipstream Organics**

Unit 2, Ullenwood Court, Ullenwood  
Cheltenham, GL53 9QS

[www.slipstream-organics.co.uk](http://www.slipstream-organics.co.uk)

01242 227273

14. Emergency information

In case of an emergency please dial **999**

14.0 Location of A&E and local minor injuries clinics

**Hospitals**

**Minor Injuries and A&E Units**

Great Western Rd,  
Gloucester  
GL1 3NN

0845 422 2222

14.1 Location of police / fire station

**Police**

**Gloucester Central Police Station**

Longsmith Street,  
Bearland,  
Gloucester,  
GL1 2JP

0845 090 1234

[gloucestershire.police.uk](http://gloucestershire.police.uk)

**Fire station**

**Gloucestershire Fire & Rescue**

Eastern Avenue  
Gloucester  
Gloucestershire  
GL4 4LP

01452 753333

[glosfire.gov.uk](http://glosfire.gov.uk)



## 14.2 Emergency cut offs

### **Water**

Your stop tap is situated in the cupboard under the sink. *Turn the tap Clockwise to turn the water off.*

### **Electric**

Is situated on the wall in the hall of your property.

## 14.3 Maintenance/Repair

If you have any maintenance requirements or require an urgent repair your point of contact is Cottsway Housing Association. The number below is operational 24hrs a day.

**Cottsway Housing – 01993 890001**

## 15. Links, references and further information

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

### **Markey Construction**

Unit Q1  
Quadrant Distribution Centre  
Quadrant Way  
Hardwicke  
Gloucester  
GL2 2RN

01452 886 155

[info@markeyconstruction.co.uk](mailto:info@markeyconstruction.co.uk)

Electronic versions can be found at the following address

[www.markeyconstruction.co.uk](http://www.markeyconstruction.co.uk)

If you would like any further information on what has been covered in the guide please contact the following organisations

### **Cottsway Housing Association**

Cottsway House, Heynes Place, Avenue Two, Witney  
Oxon OX28 4YG

0800 8 766 366

[portal.cottsway.co.uk](http://portal.cottsway.co.uk)

### **Gloucester City Council ,**

Herbert Warehouse, The Docks, Gloucester, GL1 2EQ

01452 396396

[heretohelp@gloucester.gov.uk](mailto:heretohelp@gloucester.gov.uk)

[gloucester.gov.uk](http://gloucester.gov.uk)

### **Gloucestershire County Council**

Shire Hall, Westgate Street, Gloucester, GL1 2TG

01452 425000

[customerservicecomplaints@gloucestershire.gov.uk](mailto:customerservicecomplaints@gloucestershire.gov.uk)

[gloucestershire.gov.uk](http://gloucestershire.gov.uk)

### **Sustrans**

[www.sustrans.org.uk](http://www.sustrans.org.uk)

### **Energy saving trust**

[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

### **Recycle now**

[www.recyclenow.com](http://www.recyclenow.com)

### **WRAP**

[www.wrap.org.uk](http://www.wrap.org.uk)

### **Cashpoints**

[www.link.co.uk](http://www.link.co.uk)

### **Places to visit**

[www.upmystreet.com](http://www.upmystreet.com)

### **Postoffice**

[www.postoffice.co.uk](http://www.postoffice.co.uk)

### **News agents**

[www.tesco.co.uk](http://www.tesco.co.uk)

## 16. Appendices

Appendix 1. - Energy Performance Certificates (EPC's)

Appendix 2. - Electrical safety certificate

Appendix 3. - White Good brochure

Appendix 4. - Composting

Appendix 5. - Young People in Matson